

**REMARKS**

Claims 1, 2, 5, 6, 12, 15, 19, 20, 26, 29, 30 and 43 are pending in this application.

Applicants have amended claims 1, 15, 29 and 43. No new matter has been added.

The Examiner rejected claims 1, 2, 15, 29, 30 and 43 under 35 USC 103(a) as being unpatentable over Wiecha U.S. Patent No. 5,870,717 in view of Manchala U.S. Patent No. 6,405,178, claims 5, 6, 19 and 20 over Wiecha and Manchala in view of Moreno U.S. Patent No. 6,882,269, and claims 12 and 26 over Wiecha and Manchala in view of Sawada U.S. Patent No. 6,141,507. Applicants respectfully traverse these rejections with respect to claims 1, 15, 29 and 43, as amended.

Applicants have amended claim 1 to recite that the method of receiving and handling an order from a customer using an order-reception system which is comprised of at least one computer and has an order-reception subsystem, business management subsystem and order-entry subsystem also includes the step of obtaining, by the order-reception subsystem, statistics based on the customer information and the customer order information of each of a plurality of customers and updating the customer information and the customer order information with the calculated statistics. Similar amendments were made to claims 15, 29 and 43. Support for these amendments is found in the specification at page 25, line 15 through page 30, line 20.

Applicants' specification describes a statistics processing section that performs statistics processing and updates information stored in a user-information database. Types of statistics capable of being processed include, for example, the frequency of commodities purchases and support requests purchased by a user. The claimed invention thus allows a seller to set a price (charge) corresponding to the frequency at which a user purchases commodities or support requests.

In contrast, while Wiecha (col. 12, lines 30-37) discloses a system in which commodity reports and purchase orders may be printed, Wiecha does not disclose a system in which the customer information and the customer order information are updated, as in the claimed invention.

Further, none of the other cited references provides any teaching or suggestion that would have motivated one skilled in the art to modify the reference or to combine reference teachings to arrive at the claimed invention.

Accordingly, the invention claimed is patentable over the prior art, and claims 1, 15, 29 and 43 should be allowed. This logic also disposes of the rejections of claims 2, 5, 6, 12, 19, 20, 26 and 30, which depend directly or indirectly from claims 1, 15 and 29.

In view of the above, each of the presently pending claims in this application is believed to be in immediate condition for allowance. Accordingly, the Examiner is respectfully requested to withdraw the outstanding rejection of the claims and to pass this application to issue. If it is determined that a telephone conference would expedite the prosecution of this application, the Examiner is invited to telephone the undersigned at the number given below.

In the event the U.S. Patent and Trademark Office determines that an extension and/or other relief is required, applicants petition for any required relief including extensions of time and authorize the Commissioner to charge the cost of such petitions and/or other fees due in connection with the filing of this document to Deposit Account No. 03-1952 referencing docket no.

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